REGIONAL MUSEUM OF NATURAL HISTORY

(A regional centre of National Museum of Natural History, New Delhi)
Ministry of Environment & Forests, Govt. of India
PO-RRL, Acharya Vihar, Bhubaneswar-751013
Telephone: 0674-2567114, Fax: 0674-2567784

Email: rmnhbhubaneswar@gmail.com

No. 1.	1(2)/2002-03/RMNH /BBSR /	Dated: 29/11/2013
To,		
M/S _		-
		-
	<u>NOTICE</u>	INVITING TENDER
on co		egistered Agencies for providing Housekeeping Services Ibaneswar, Odisha. Interested Agencies may collect the
(a)		gional Museum of Natural History, Post:-R R L, Acharya een 11.00 AM to 4.00 PM on all working days w.e.f
		OR
(b)	by downloading from websites of NM	MNH (www.nmnh.nic.in,)
Last docum	_	2013 up to 3 PM (Instruction mentioned in tender
Open	ing date: 4 PM on the same day i.e. 1	3.12. 2013
		(G. N. Indresha)

Scientist-C & HO

TENDER DOCUMENT

For

PROVIDING OF HOUSEKEEPING SERVICES

AT THE REGIONAL MUSEUM OF NATURAL HISTORY BHUBANESWAR

REGIONAL MUSEUM OF NATURAL HISTORY

(A Regional Centre of National Museum of Natural History, New Delhi) (Ministry of Environment & Forests, Govt. of India) Post:-R R L, Acharya Vihar, Bhubaneswar: 751013, Odisha.

Tele:-0674-2567114 Fax: 0674-2567784

1.1(2)/2002-03/RMNH/BBSR

Regional Museum of Natural History

(A Regional Centre of National Museum of Natural History, New Delhi) (Ministry of Environment & Forests, Govt. of India) Post:-R R L, Acharya Vihar, Bhubaneswar: 751013, Odisha. Tel. 0674-2567114, Fax. 0674 - 2567784,

Email: rmnhbhubaneswar@gmail.com

TENDER RULES FOR PROVIDING THE HOUSE KEEPING SERVICES.

Sealed quotations are invited by The Director, National Museum of Natural History, New Delhi from experienced Indian firms for cleaning of galleries, auditorium, corridors, toilets, common spaces, window panes, internal road network etc. in the **Regional Museum of Natural History, Bhubaneswar (Odisha)** on daily basis for a period of one year initially extendable with same rate, terms and conditions subject to satisfactory performance of the vendor, on outsourcing basis.

- 1. Detailed scope of work is mentioned at para 4 below. Complete tenders accompanied by a bank draft of Rs. 10,000/- (Rupees ten thousand only) payable to the <u>Pay and Accounts</u> <u>Officer, Ministry of Environment and Forests, New Delhi</u> as <u>EMD</u> and placed in a sealed cover, will be received up to 13.12.2013, 3 P.M. Tender received without EMD will be summarily rejected.
- 2. <u>Opening of Tender</u>: Received tenders will be opened at **4 P.M. on 13.12.2013**, in the presence of the authorized representatives, if any, of the bidders in this office. Request for extension of opening date of tenders will not be considered. Tender will also be opened on scheduled date and time in case of non-presence of any representative of the firms.
- 3. **Qualifying Criteria:** Only firms having experience of at least two years in the relevant field of providing Housekeeping/cleaning service on outsourcing basis to Central/State Governments Ministries/ Department/Government Organizations/PSUs/Corporate Sector etc. need to apply. While submitting the tender, the intending tenderer shall have to furnish self attested copies of following documents.
 - i. Proof of executing order of cleaning/housekeeping worth Rs. 10 lacs (Rupees ten lacs) for the last two years, i.e. years 2011 -12 & 2012-13 and current financial year. Officers of the level of section officer and above should issue the experience certificates.
 - ii. Copies of valid certificates of Income Tax clearance, Service Tax, PAN number and any other tax as applicable for last two years.
 - iii. Details of the firm/company in case of partnership firms.
 - iv. Copies of EPF and ESI registration details.
 - v. Registration with Labour Commissioner/Labour officer

- vi. Registration with registrar of companies in State Govt. / Govt. of India
- vii. Service tax registration under Asst. Commissioner, Service tax.
- viii. Supporting documents for getting ISO certified co. if any.
- ix. Preference will be given to the those agencies whose offices are situated at Bhubaneswar (Odisha)

4. Extent and scope of work:

A. (i) Area of work: The job of cleaning shall include vitrified tiles, flooring, false ceilings, toilets, wash basins, entrance areas, window glass pane, windows, panels, staircases, switch boards, lights & electrical fittings, notice boards, paintings and the internal road network etc.

Public & service areas of the museum building are:

Sl.	Particulars of the Area	Appx. Area	Remarks / Justification
No.		in Sq.Mtr.	
1.	Galleries including corridors	1732	This area to be cleaned
			daily.
2.	Souvenir Shop and Reception area	90	Do
3.	Auditorium	286	Do
4.	Conference Room	80	Do
5.	Admin & Tech Block including corridors	1340	Do -
6.	Transit Accommodation & Internal	250	Do
	Road Network (total:-1790 sq. mtrs.)		
7	Window & glass panes	372	Do
8.	Toilets	130	Do
	Total area	4280 Sq.	
		Mtr.	

B. Scope of work

- I. Dusting, sweeping and wet mopping of galleries, corridors and common area to be completed once daily by 9:30 AM or as soon as the galleries and rooms are opened on all working days as and when required.
- II. Wet mopping and cleaning of common areas of ground, all toilets, WCs, urinals and wash basins to be carried out once in every two or three hours starting from 9:00 AM on all working days.

- III. Removal of waste papers / wrappers, packing materials and any other rubbish/garbage, cleaning and dusting of windows glass panes (inside), panels, switch boards, lights and electrical fitting, notice boards, name plates, paintings posters, glazed etc. located both inside the rooms and outside in corridors to be carried out once daily on all working days.
- IV. Stain removing by the material provided by this office from wood works/wooden Walls/floors/fixtures/equipments etc. to be carried out once daily on all working days.
- V. Complete scrubbing, cleaning and washing of all common areas of all floors, and toilets by using cleaning materials/items and appropriate machines, dusting of ceilings and walls and cleaning of window glass panes of all floors from outside door knobs, name plates etc. with brass to be carried out on all Sunday and Gazetted holidays when museum will open for public.
- VI. The galleries, temporary exhibition, corridor displays, conference hall, Discovery room, Eco Theatre and auditorium should be thoroughly cleaned once daily and if so directed by the Scientist–C & HO or Caretaker before commencement of important meeting. The furniture, light fitting, wood paneling etc. should be thoroughly cleaned.
- VII. The cleaning materials will be provided by this office such as Phenyl, Odonil, Naphthalene Balls and Liquid soap in all toilets in adequate spraying of room freshener in sections/ rooms/common areas.
- VIII. Thorough cleaning, dusting of book, shelf and racks of RMNH library.

Note: Working days for the cleaning purpose means Monday to Sunday, excluding National and Gazetted holiday when Museum will remain closed for public. The vendor shall carry out cleaning work on Saturday/ Sunday also as per above schedule in respect galleries and parts of office which may open on Saturday/Sunday in exigencies of work.

5. Terms and conditions of cleaning work.

- I. The contractor shall deploy minimum adequate numbers of workers including supervisor for providing services as mentioned in para 4 above.
- II. The contractor, his manager and supervisor should have duly activated cell phones, numbers of which should be given to all officers, Caretaker to facilitate contract when ever required.
- III. The RMNH shall provide cleaning material/machine/equipment for the cleaning work. However, the contractor can use water from toilets for washing/cleaning work.
- IV. This office will provide requisite number of dustbins/bags in all rooms, corridors, landings of staircases near toilets and other places where ever required. The dustbins/bags shall be emptied as per the agreed cleaning schedule every day.

- V. The Scientist-C & HO or any other officer nominated by him shall have the liberty to inspect any time the cleaning work and if not found up to the mark then penalty can be imposed on the firm/agency.
- VI. Cost of any damage done to tiled/wooden floors, wooden walls, false ceiling, wooden fittings/fixtures/ furniture, any other surface, equipment, machines, material, toilet /sanitary fittings, electrical fittings, lights, switches and boards etc. or any government property within the premises due to mishandling by the employees deployed by the contractor shall be borne by the contractor and shall repair/replace the damaged part/portion immediately. In case the contractor fails to make good the loss to the satisfaction of the Scientist-C & HO, RMNH, BBSR shall, at its discretion, deduct such amount from the bills of the contractor as it may decide sufficient to make good the loss. No appeal for review/write off the loss shall be entertained.
- VII. The contractor shall maintain a room-wise log book and obtain dated signature of the section-in-charge/officer/official who occupy the room or his/her personal staff after completion of the day's cleaning work of that room. Remark shall also be obtained from them in the log book about the service rendered by them. The log book shall be inspected by Scientist-C & HO / Office Supdt./ Caretaker periodically.
- VIII. No payment will be made for the corresponding areas in respect of Sections/Rooms where users have expressed dissatisfaction in writing about cleaning work or refused to give the remarks on the log book satisfactory performance certificates in respect of cleaning of common areas, corridors, toilets, ground floor, areas in front of entrance gates and for any other area or item not specifically allotted/assigned to any officer shall be obtained from the caretaker, RMNH, Bhubaneswar or any official who assign the duty for checking.
- IX. The contractor shall provide proper uniforms to all his employees engaged for cleaning work.
- X. Attendance report of all the staff deployed by the contractor shall be given to the caretaker every day or put the signature of their deployed staff in the attendance register maintained by this office.
- XI. All statutory requirements regarding employment including payment of minimum wages and other statutory benefits such as ESI, PF, etc to the employees shall be strictly complied with by the contractor. Any default and consequences shall be liability of the contractor.
- XII He contractor or his employees shall not cause any hindrance to functioning of sections/offices while cleaning the premise.
- XIII. The contractor shall be responsible for character and antecedents of the employees deployed by him in the RMNH, BBSR. Cost of any item, if proved to have been stolen by any of his employees, shall be deducted from the monthly bill of the contractor.

XIV. The contractor shall issue photo identity cards to all the employees deployed by him for cleaning work in the RMNH, BBSR. The RMNH, BBSR shall recommend issue of entry pass, if necessary.

6. Submission of tenders:-

Sealed tenders must be submitted in an envelope duly super scribed "Tender for providing Housekeeping Service in the RMNH, BBSR and addressed to The Scientist-C & HO, Regional Museum of Natural History, Post-R R L, Acharya Vihar, Bhubaneswar-751013 and put in the Tender box kept for the purpose latest by **3 P.M. on 13.12. 2013** positively or send by registered post or through courier so as to reach the Scientist-C & HO, Regional Museum of Natural History, Post:- R R L, Acharya Vihar, Bhubaneswar-751013 latest by 3.00 p.m. on the last date. Request for extension of last date for submission of tenders will not be considered. Any postal delay will not be considered.

The envelope should contain following documents.

- a. Bid document duly completed and signed.
- b. EMD of Rs. 10,000/- by way of bank draft/pay order issued by a nationalized bank in favour of **Pay and Accounts Officer, Ministry of Environment and Forests, New Delhi.**
- c. Proof of executing order of cleaning/housekeeping worth Rs. 10 lacs (Rupees ten lacs) for the last two years, i.e. 2011-12, 2012-2013. The experience certificates should be issue by officer level or any Govt. Organization, Undertaking, Private office etc.
- d. Self attested copies of valid certificates of Income Tax clearance, Service Tax, PAN number and any other tax as applicable for last two years.
- e. Details of the firm/company in case of partnership Firm.
- f. Details of EPF and ESI registration.
- g. Registration with Labour Commissioner/Labour officer.
- h. Registration with registrar of companies in State Govt. /Govt. of India.
- i. Service Tax registration under Asst. Commissioner, Service tax.
- j. Supporting document for getting ISO certified co. if any.

Note: The bidder should put his/her dated signature on every page of the bid document as a token of having read and understood the terms and conditions of the tender.

- 7. Unsealed/unsigned tenders shall not be considered for evaluation. Tenders without EMD shall be summarily rejected. There should be no erasing and/or overwriting. The tenders with erasing and or overwriting shall be summarily rejected. Similarly tender incorporating additional conditions by the agency will be rejected.
- **8.** Late/delayed tenders due to any reason, whatever will not be accepted/ considered, at all, under any circumstances.
- 9. The submission of tender will not place this office under any obligation to empanel you and no expenses by you in this regard will be payable by RMNH, Bhubaneswar.
- **10.** Intending bidders are advised to visit the place of work for assuring the nature and volume of work realistically before quoting the rates.
- 11. The rate should be mentioned in figures as well as in words exclusive of taxes and levies in the financial bid document attached as Annexure-I. Financial bids submitted in any other format will not be accepted. These taxes and other levies, if any, should be indicated separately. In case nothing is mentioned, it will be assumed that taxes/other levies are included in the rates quoted.

12. <u>Earnest Money Deposit (EMD)</u>

- a. The bidder shall furnish, as part of his bid security of 10,000/- in the form of Demand draft/pay order in favour of **Pay & Account Officer, MOEF, New Delhi**.
- b. The bid security is required to protect the RMNH, Bhubaneswar, against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to Para 15 of this document.
- c. The bid security shall remain valid for a period of 180 days from the date of tender opening.
- d. A bid not secured in accordance with "a" above shall be rejected by the RMNH, BBSR, as non-responsive at the bid opening stage.
- e. The bid security of the unsuccessful bidder will be discharged/returned as promptly as possible, but not later than 30 days after the expiry of the period of the bid validity prescribed by the RMNH, BBSR and no interest would be paid thereon.
- f. The bid security of the successful bidder shall be returned after executing the agreement and depositing performance bank guarantee.

13. Forfeiture of EMD: The bid security may be forfeited:

a. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid from, or

- b. In the case of successful bidder, if the bidder:
 - i. Fails to sign the contract,
 - ii. Fails or refuses to honour his own quoted price for cleaning work at specified premises as per Para 4
- c. In both the above cases i. e. para 13 (a) & (b), the bidder will not be eligible to participate in any of the tender issued by RMNH, Bhubaneswar for one year from the date of issue of letter of intent. The bidder will not approach the court against the decision of competent authority in this regard.

13. Performance Bank Guarantee:

The successful bidder shall deposit, within seven working days of signing the mutual agreement for providing the cleaning/ housekeeping service, the performance guarantee equal to 10% of the value of contract in the form of bank guarantee of a nationalized bank. The amount of rupees ten thousand already deposited as EMD along with the tender will not be adjusted in the security deposit. Format of the bank Guarantee is given at Annexure-IV.

14. Evaluation:

Tender shall be evaluated on the basis of quoted rates per Sq. meter, only in respect of bidders who fulfill the conditions stipulated in Para **3 & 6 above** and submit documents. The bid shall remain valid for 180 days after the date of opening of bids. A bid valid for a shorter period shall be rejected as non-responsive.

- **16.** <u>Signing of mutual agreement</u> shall construe award of contract (Format of agreement enclosed at Annexure-III)
- **17. No enhancement** of rates will be allowed for the job contract during the currency of the contract.
- **18.** <u>Validity of the contract:</u> In normal circumstances, the period of contract shall be for a period of one year extendable by one more year with same rate, terms and conditions subject to satisfactory performance of the contract and approval of competent authority
- 19. The Director, National Museum of Natural History, New Delhi reserves the right to terminate the contract by giving 30 days notice and without assigning any reason thereof.

20. Payment:

a. The bills in triplicate, for the services rendered on the basis of rates will have to be submitted to **Scientist-C & HO, RMNH, Bhubaneswar** for effecting payment together with the certificates of satisfactory performance duly signed by user officers/sections in the log book maintained by the contractor. No. advance payment shall be made for the services.

- b. The payment will be released through ECS and income tax and other taxes, if any, shall be deducted against bills submitted.
- c. The job carried out shall be to the satisfaction of competent authority, failing which deductions @ 10% of the total bill shall be deducted. Depending upon the severity of negligence, RMNH, Bhubaneswar reserves the right to blacklist the agency for a suitable period or from further participation on any of RMNH, Bhubaneswar contracts. The decision of Scientist –C & HO, RMNH, Bhubaneswar shall be final in this regard.

21. Prices:

Rates shall remain fixed and valid during the period of contract. This office will not entertain any claim on account of service tax or any other tax for executing the work awarded under the contract and all such taxes should be paid by the firm itself. TDS and any other Government levies applicable on bill as per Government of India instructions issued from time to time shall be deducted. The contractor shall undertake additional work of cleaning rooms/sections, if subsequently awarded, at the same rate and terms and conditions.

22. ARBITRATION

- 22.1 In the event of any question, dispute or difference arising under the agreement or in connection there with (except as to the matters, the decision to which is specifically provided under this agreement), the same shall be referred to sole arbitration of Director, National Museum of Natural History (NMNH) (Ministry of Environment and forests) or any other person appointed by him. In case his designation is changed or his office is abolished then in such case to the sole arbitration of the officer for the time being entrusted whether in addition to the function of the Director or by whatever designation such officers may be called (is originally referred to vacates for any reason whatsoever, the Director hereinafter referred to as the said officer). In the event of such Arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do work or neglecting his work or being unable to act as Arbitrator for any reasons whatsoever, the Director, National Museum of Natural History (Ministry of Environment and forests) shall appoint another person to act as Arbitrator in the place of outgoing Arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor and that the award of the arbitrator shall be final and binding on both the parties. Contractor will have no objection in any such appointment that arbitrators so appointed is an employee of NMNH / RMNH (Ministry of Environment and forests) or a Government servant or that he has to deal with the matter to which the agreement relates or that in the course of his duties as a NMNH employee he has expressed his views on all or any matter in dispute. The adjudication of such Arbitrator shall be governed by the provisions of the Arbitrator and conciliation act 1996, or any statutory modification or re-enactment of or any rules made thereof.
- **22.2** The venue of Arbitration proceeding shall be office of NMNH at New Delhi or such other place as the arbitrator may decide. 22.3 The arbitrator may from time to time with the

consent of both the parties enlarge the time frame for making and publishing the award subject to aforesaid arbitration and conciliation Act, 1996 and the rules made there under, any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause.

23. Bidders/agency who are having near relative (s) employed in the RMNH, Bhubaneswar are not allowed to participate in the tender. The agency should give a certificate as given in Annexure-II that none of his/her near relative is working in RMNH, Bhubaneswar. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and incase of limited company by all the directors of the company. Due to any breach of these conditions by the company of firm or any other person the contract will be cancelled and security deposit will be forfeited at any stage whenever it is noticed and RMNH, Bhubaneswar will not pay any damage to the company or firm or the concerned person. The company or firm of the person will also be debarred for further participation in any contract/tender of RMNH, Bhubaneswar.

The near relatives for this purpose are defined as:

- a. Member of Hindu undivided family,
- b. They are husband and wife.
- c. The one is related to the other in the manner as father, mother, son (s) and son's wife (daughter in law), Daughter (s) and daughter's husband (son in law), brother and brother's wife, sister (s) and sister's husband (brother in law).

FINANCIAL BID

Tender No. 1.1(2)/2002-03/RMNH/BBSR

Subject: Cleaning of the office accommodation of Regional Museum of Natural History, Bhubaneswar.

RATE QUOTATION

SL.	Building	Rate per sq meter per month for cleaning
NO		work (in rupees)
	Regional Museum of Natural History,	In figure:
	Bhubaneswar-751013(Odisha)	
		In words:

Note:

- (i) The details service tax and other statutory benefit such as minimum wages, ESI/PF etc if any should be indicated separately, if any should be indicated separately, in case nothing is mentioned, it will be assumed that taxes/ other statutory benefits are included in the rates quoted.
- (ii) Approximate surface/carpet area of the premises for cleaning work has been indicated in para 4 A above.

Certificate: I have physically inspected the premises and understand the volume of work and agree to the terms and conditions laid down in the letter inviting quotations.

Signature of Authorized signatory

NAME OF THE AGENCY WITH SEAL

ANNEXURE-II

CERTIFICATE

I	S/o
resident of	
hereby certify that none of my re	elatives (s) as defined in the tender document is/are employed in
RMNH, Bhubaneswar as per detail	s given in tender document. In case at any stage, it is found that the
information given by me is false/ in	ncorrect, RMNH, Bhubaneswar shall have the absolute right to take
any action as deemed fit/without ar	ny prior intimation to me.
	Signature
	Name (Capitals)
	Position
	Date

ANNEXURE-III

(To be executed on Bond paper of rupees one Hundred) ${\bf Agreement}$

AGREEMENT FOR ACTING AS CONTRACTOR FOR providing Housekeeping Services at Regional Museum of Natural History (Ministry of Environment and forests), Bhubaneswar (Odisha). Contract Agreement No
And the Regional Museum of Natural History, Bhubaneswar (hereinafter called the Government which term shall unless excluded by or repugnant to the subject or context, include its successors and assignees) on the other part for the purpose of cleaning work at Regional Museum of Natural History, Bhubaneswar, at the rates quoted and accepted under the terms and conditions specified in the tender document and its Annexure.
Whereas, the Agency has agreed with the RMNH, Bhubaneswar for cleaning work set forth in the tender document and its annexure, which shall be treated as an integral part of this agreement. In consideration of the payment to be made by RMNH, Bhubaneswar the agency shall duly perform the said operations in the said tender document and its annexure set forth and shall execute the same with great promptness and diligence in a workman like manner to the satisfaction of RMNH, Bhubaneswar and will effect fromday of
Agency For and on behalf of RMNH, Bhubaneswar
Witness
1.

2.

PERFORMANCE SECURITY GUARANTEE (BOND FROM)

(To be furnished on non-judicial stamp paper of Rs.100/- use of stamps/any other means in lieu of non-judicial stamp paper shall lead to outright rejection of the Bid)

1.	In consideration of, Scientist-C & Head of office (hereinafter called the RMNH) having
	agreed to exempt(hereinafter called the said Contractor (S) from
	the demand under the terms and conditions of an agreement (purchase order)
	NoDated. Made betweenandforfor
	the work of(hereinafter called the said Agreement) of the security
	deposit for the due fulfillment by the said contractor (s) of the terms and conditions
	contained in the said agreement, on production of a bank guarantee for
	Contractor (s) do hereby undertake to pay to the RMNH, Bhubaneswar an
	amount not exceedingAgainst any loss or damage caused to or suffered
	or would be caused to or suffered by RMNH, Bhubaneswar by reason of any breach by
	the said Contractor (S) of any the terms & conditions contained in the said Agreement.
	•

- 3. We undertake to pay to the RMNH, Bhubaneswar any money so demanded notwithstanding any dispute or disputes raised by the contractor (S)/suppliers (S) in any suit or proceeding pending before any count or tribunal relating thereto our liability under this present being absolute and unequivocal: The payment so made by us under this bond shall be valid discharge of our liability for payment hereunder and the contractor (S)/supplier (S) shall have no claim against us for making such payment.

5.	We (Name of the bank)Further agree, with the RMNH,
	Bhubaneswar that the RMNH, Bhubaneswar shall have the fullest liberty without our
	consent and without affecting in any manner our obligations hereunder to vary any of
	the terms and conditions of the said Agreement or to postpone for any time or from time
	any of the powers exercisable by the terms and conditions relating to the said agreement
	and we shall not be relieved from our liability by reason of any such variation, or
	extension being granted to the RMNH, Bhubaneswar or any indulgence by the RMNH,
	Bhubaneswar to the said contractor (S) or by any such matter or thing whatsoever which
	under the law relating to sureties would, but for this provision, have effect of so
	relieving us.
6.	This guarantee will not be discharged due to the change in the constitution of the bank
	or the contractor (S) /suppliers(S).
7.	We (name of the bank)Lastly undertake not be
	revoke this guarantee during its currency except with the previous consent of the
	RMNH, Bhubaneswar in writing.
5 . 1	
Dated	theday offor
	(mulcate the hame of the bank)